

TO: Niles IntelliControl ICS Dealers and Sales Reps

FROM: Niles Technical Support

DATE: April 17, 2007

RE: TM-HD/R and Powered Antennas

It has been brought to the attention of Niles Technical Support that a potential issue exists when using the TM-HD/R HD tuner module with a powered antenna. We have received isolated reports from the field of the TM-HD/R being damaged by DC voltage during program transfers from computers to the GXR2 Multizone receiver. While this issue is being investigated by our Engineering and Validation team Technical Support recommends you adhere to the following steps when integrating a powered antenna with the TM-HD/R:

1. Prior to performing a firmware update or transferring a program into the GXR2 Multizone receiver remove power from the powered antenna and disconnect the antenna from the TM-HD/R module.
2. After completing any updates and/ or transfers re-connect the antenna to the TM-HD/R.
3. Re-apply power to the antenna.

To reiterate, Technical Support is making these recommendations strictly as a precautionary measure while reports from the field are being investigated.

Should you have any questions, please feel free to contact Niles Technical Support at 1-800-289-4434 between the hours of 8am and 7pm Eastern Time, Monday - Friday.